

Certification Request for Hand-to-Hand Service



If a rider cannot be left alone, because of a disability, Access Transportation may provide hand-to-hand service, ensuring that the rider is not left alone during the trip. While providing this service, the driver must remain in sight of the Access vehicle at all times. **Note:** Hand-to-hand service is not required by the Americans with Disabilities Act (ADA) but is an additional service provided by King County Metro.

Important: Read reverse side for details and limitations.

Please Print

Applicant Information

Last Name _____ First _____ Initial _____

Residence Address _____ Apt # _____

City _____ State _____ ZIP _____

Mailing Address (If different) _____ Apt # _____

City _____ State _____ ZIP _____

Phone (____) _____ Email _____

Cell (____) _____ Date of Birth ____/____/____ ☐ Male ☐ Female

Person Responsible for Applicant (Include copy of Power of Attorney, if applicable)

Print Name _____

Relationship to Applicant _____

Address _____ Apt # _____

City _____ State _____ ZIP _____

Phone (____) _____ Cell (____) _____

I certify under penalty of perjury (RCW 9A.72.030) that the information provided above is true and correct to the best of my knowledge. **I understand and agree to the conditions listed on both sides of this form.** I understand that falsification of information may result in denial of service and criminal penalty.

Signature _____ Date _____

Professional Verification

I certify that, because of a disability, the person listed above cannot be left alone. This person will always need to be met by an appropriate person at the scheduled trip origin and destination.

Signature _____ **Print** Name _____

Agency or Medical Facility _____ Phone (____) _____

Please check applicable professional affiliation:

- | | | |
|--|--|---|
| <input type="checkbox"/> Physician | <input type="checkbox"/> Ophthalmologist | <input type="checkbox"/> Certified Orientation & Mobility Spec. |
| <input type="checkbox"/> Physician Assist. | <input type="checkbox"/> Physical Therapist | <input type="checkbox"/> Vocational Rehabilitation Counselor |
| <input type="checkbox"/> RN or ARNP | <input type="checkbox"/> Occupational Therapist | <input type="checkbox"/> Special Education Teacher |
| <input type="checkbox"/> Chiropractor | <input type="checkbox"/> Recreation Therapist CTRS/R | <input type="checkbox"/> Case Resource Manager |
| <input type="checkbox"/> Psychiatrist | (employed by medical facility) | (employed by DSHS/DDD/AAA) |
| <input type="checkbox"/> Psychologist | <input type="checkbox"/> Certified Speech Therapist | <input type="checkbox"/> MSW (employed by a medical facility) |

Photo Identification Required for Hand to Hand Service

To help Metro provide the appropriate level of service, the applicant is required to attend an in-person functional evaluation where a current photo will be taken. There is no cost for the evaluation and King County will provide transportation if needed. This is not a medical evaluation.

King County Metro Access Transportation Hand-to-Hand Service Conditions

1. Hand-to-Hand service on Access Transportation is provided to those riders who have certified a demonstrated need that they cannot be left alone. Need for the service must be based on disabilities that create a high degree of dependency on others in order to achieve basic mobility. Once certified, Hand-to-Hand service will be provided for all trips (demand, standing or subscription trips). Hand-to-Hand trips are not governed by the requirements of the ADA.
2. To receive Hand-to-Hand service, the rider must be registered with King County Metro as fully eligible for Access Transportation. This Hand-to-Hand certification form, including verification of need for this service by one of the listed professionals, must be submitted along with an Access application.
3. The person or agency requesting Hand-to-Hand service on behalf of a rider must:
 - be legally empowered to make transportation arrangements for the rider;
 - have confirmed with persons at the scheduled destination point that an appropriate person will always be available to receive the rider at the scheduled arrival time;
 - maintain current service delivery information at the rider's call center, including contact persons, emergency contacts, telephone numbers or any instructions regarding trip origins or destinations.
4. Hand-to-Hand service consists of:
 - the driver accompanying the rider from the door of the trip origin to the door of the trip destination. The van driver may not enter a residence or a building's lobby to provide this service;
 - the driver making personal contact with an appropriate person (e.g., agency staff, resident of a house over the age of 12, medical staff, adult neighbor) when meeting the rider at the trip origin and returning the rider to the trip destination;
 - the driver maintaining sight of the Access Transportation van at all times;
 - the driver waiting no more than five (5) minutes at the pick-up point or destination. After five minutes the driver will attempt to locate a responsible person by communicating with Access Transportation's dispatchers;
 - the driver retaining the rider on the van until an appropriate person can be located to receive the rider. The Access vehicle will continue providing service to others with the rider on board.
5. If an appropriate person is not present to receive the rider when the van arrives, the rider will be considered a "No Show" and will be subject to the King County Metro "No Show" policies, up to and including suspension from Access Transportation.